The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations in order to strengthen the sustainability of the industry in the longer term. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPQ sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the institute or of the Ministry of Labour & Employment.

Coverage of eligible employees by ESI

838. SHRI PRASANTA CHATTERJEE: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether the ESIC conducted any survey to assess the number of eligible employees yet to be covered under ESI; and

(b) if so, what steps have been taken to achieve the targets?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) and b) Yes Sir, the surveys are conducted from time to time.

(i) During the year 2005-06, a target of implementation of ESI Scheme in 76 new areas/centres for coverage of 1.54 lakh employees was fixed. As against this target, the scheme has been implemented in 90 new geographical areas covering 1.69 lakh employees.

(ii) A special drive for coverage of uncovered workers was launched in 2005-06 in all the regions during the period 01.11.05 to 15.11.05 and 56,091 new workers were covered.

(iii) During the year 2005-06, 28,020 surveys were conducted in the implemented areas of all regions.

(iv) During the current year, 10,513 surveys have been conducted and 5813 new units were covered with 1.25 lakh new employees.

Protection to unorganized labour in ship-breaking industry

839. SHRI MOINUL HASSAN: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state: